**20918-2019 Office of the Registrar**

**The Assessment**

The Registrar’s office to support students by certifying transcripts, posting degrees, reporting academic progress for financial aid eligibility, and more. Doing so depends to some extent on collaboration with faculty and college offices, whose grades and degree information inform the registrar’s work. To streamline the process and make transcripts, diplomas and eligibility reports available faster, the office undertook a massive effort to automate processes, reduce manual data entry, and increase and improve communication to faculty.

**The Impact**

A re-assessment following the changes showed impressive results. All grades were submitted three days earlier compared to the same period in the previous two years. Manual data entry for degree posting was reduced by 25%, making transcripts and diplomas available to students sooner and reducing overtime costs to the university. The staff have identified additional improvements that they will be reviewing for 2019-2020.

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